



COVID-19

# **GTC SMART STUDENT WELCOME BACK GUIDE**

FALL 2020

# Message from the President

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I want to express my sincere thanks for your resilience as the pandemic has brought many changes to our world. I have been very grateful to see our students adapt readily to these adjustments and make an enormous effort to continue working toward their goals, even with so much going on in their lives.

The campuses certainly haven't been the same with our students studying remotely. Now it will be wonderful to see a return to a new normal, with classes offered in many formats so that you can choose what's most comfortable for you – whether that's face-to-face, online, or a combination of the two.

Whatever format you choose, please remember that we are here to assist you. We want to see you succeed, and we will do everything possible to help. The skills you are learning will be essential for you as an individual and for the state's businesses and industries as conditions improve and the economy moves forward.

In this guide, you'll learn about the care we are taking to prepare for your return. We look forward to seeing you and supporting you as we move safely into Fall Semester together. Please stay well!



**Dr. Keith Miller, President**  
Greenville Technical College

# Messages from the Vice Presidents

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## Student Services

These past few months have been incredibly challenging for all of us as we have transitioned to our new normal of social distancing, staying at home, and learning through new formats and in new ways. During this time, I want you to know that, even virtually, we are still committed to our mission of helping you transform your life; and we continue to make many resources available to you to support your success.

As a college, we have always planned and prepared for numerous scenarios that could cause significant disruptions to campus operations. However, none has ever been anything like what we have experienced with COVID-19. We are mindful that we cannot predict the course of this pandemic and we are carefully planning for your safe return this fall. To aid in this, our team has created this detailed re-entry guide to help you stay connected and informed while we continue to practice social distancing and make plans to navigate your return to campus, while minimizing your risk for COVID-19.

Stay safe. Stay healthy. Stay connected.

### **Dr. Matteel Knowles**

Vice President for Student Services



## Learning and Workforce Development

Even in the face of adversity, Greenville Technical College is still committed to living our mission and vision of providing an affordable education for students of all backgrounds and life stages. We're here to help you achieve your goal of completing a credit or non-credit program that will propel you professionally or personally. The college continues to offer flexibility in the classes we offer, while keeping your safety and security as the top priority. Whatever your life circumstances may bring, know that online only, hybrid, and traditional face-to-face options are available to you. We are here to help you and this guide will assist in answering many of your questions. We look forward to seeing you on campus or in our virtual classrooms soon!

Best Regards,

### **Dr. Jermaine Whirl**

VP of Learning and Workforce Development



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## Things are a Bit Different on Campus Now

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When you return to one of our campuses you will notice many changes – seating areas will be marked off or eliminated, Plexiglas partitions have been added to provide a protective environment for your face-to-face meetings with college personnel, limited numbers of people allowed in classrooms at any point in time, and safe distance markers and signage to enhance social distancing. And these may vary from campus to campus. You need to be aware that the environment around the college, as a whole, has changed dramatically in some places and subtly in others. Take time to learn what is expected of you, and those around you, in the various places you attend classes and gather socially.

## Providing a Safe Learning Environment

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Greenville Technical College (GTC) wants its students to know, and trust, they are in a safe environment in which they can learn. With that said, we have developed a series of protocols, in line with the Centers for Disease Control (CDC), to protect the well-being of each student on our campuses. These protocols include disinfecting rooms after use, cleaning door handles, taking care to clean restrooms, deep cleaning high traffic areas, providing all personnel with disinfecting cleaners, and many other actions demonstrating to our students the assurance of a safe learning environment. While the college does not guarantee these measures to prevent all virus transmission, we do believe we are taking all the right steps to protect you during this pandemic.

Other actions we are taking to prevent virus transmission concern new office practices. When you come back to campus, you will notice all GTC personnel wearing facemasks. We will provide those to you as well. You will also notice protective barriers between our personnel and any visitors to their offices. These Plexiglas shields, coupled with facemasks, will dramatically decrease the possibility of virus transmission. Another action you will see are visible prompts to practice social distancing and other actions to lessen the possibility of your transmission of, or contracting the coronavirus.

## Your Part in Preventing Virus Transmission

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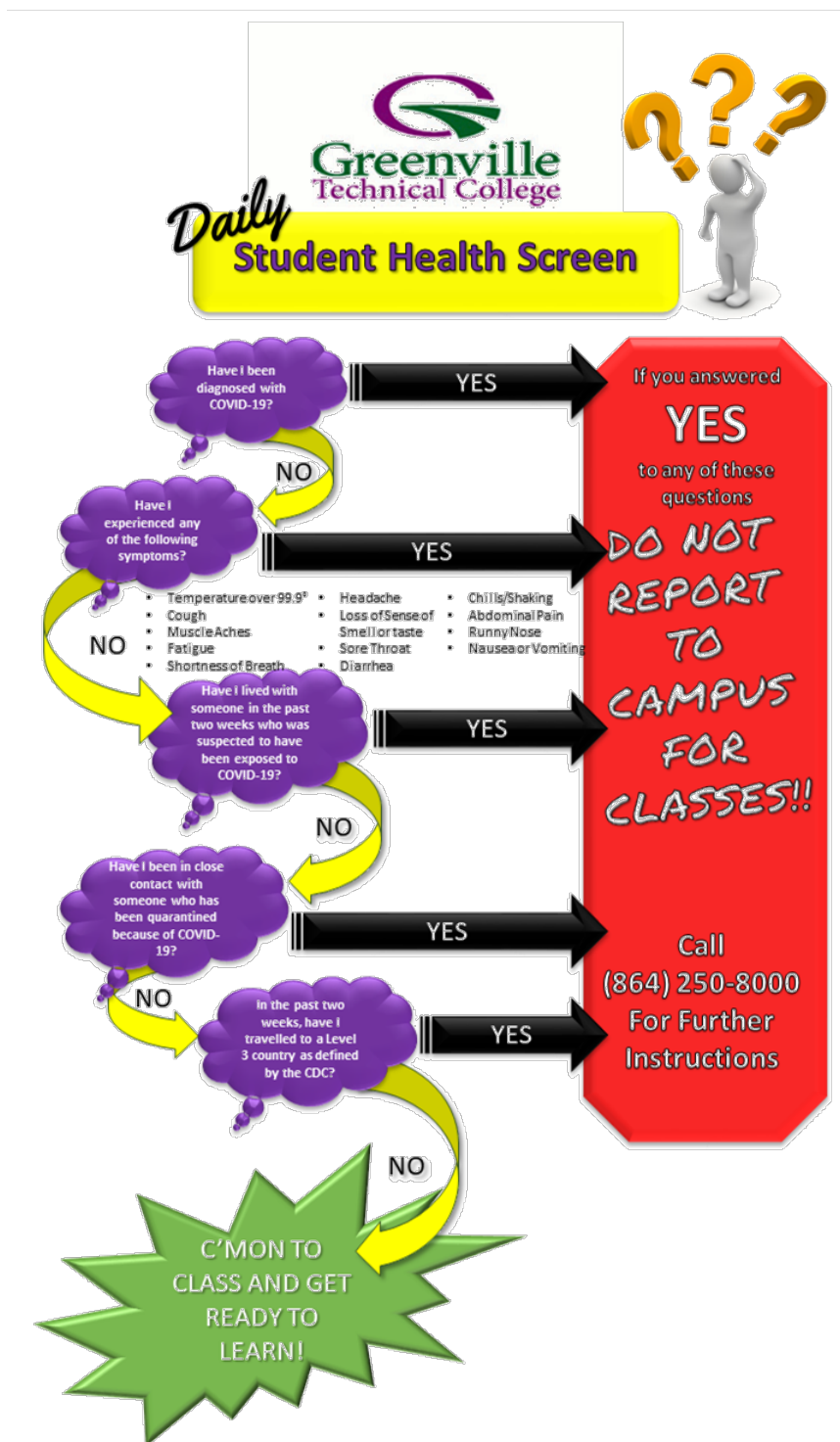
GTC is made up of more than just its personnel. Students make up the largest group in our family. This fall semester our student population will be over 10,000 strong! And you need to help us curb the transmission of COVID-19. There are protocols we need you to practice as you enter any of our campuses. We call these protocols gtcSMART. Whether you are at school, home, work, or out in the community, ensuring you and others are protected from COVID-19 is being gtcSMART. We, at GTC, want you to stay on track and succeed in school, work and life. gtcSMART stands for:

- S Stay home if you are sick
- M Mask up when you are around others
- A Avoid large groups
- R Refresh indoor air
- T Ten (10) feet is better than six

Practicing these protocols will give us all a better chance of not contracting COVID-19. And you will be doing your part to help protect our community. Thanks in advance for giving these practices your undivided attention! (Adapted from ForHealth.org)

## gtcSMART Student Health Screening

Taking the additional step of reflecting on how you feel each morning will help lessen the chances you transmit COVID-19 to others. The college has developed a decision-assisting chart to guide you in



determining whether you should attend classes on a particular day. College personnel are taking the same action every day.

## **gtcSMART Training Videos**

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In addition, we have developed a list of short videos chosen to demonstrate how you can further develop habits that are gtcSMART. These videos, developed by the CDC, give a visual representation of how these crucial habits are practiced.

- [Do Your Part to Slow the Spread of COVID-19](#)
- [Clean Hands Count](#)
- [What You Need to Know About Handwashing](#)
- [Surgeon General, Social Distancing](#)
- [Prevent COVID-19 Wear a Face Covering](#)
- [How to Make Your Own Face Covering](#)
- [When to Seek Care for COVID-19](#)
- [How to Clean and Disinfect a Home](#)

## **gtcSMART Meetings with College Personnel**

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Being gtcSMART means the physical nature of meeting with college personnel has changed due to COVID-19. You will find additional gtcSMART meeting options save you time while keeping you from unnecessary exposure to COVID-19.

First, we will continue our personal face-to-face meetings with students. You will notice we have placed, like many other businesses, Plexiglas partitions in places where meetings take place. In some cases, these are permanent partitions and in others, the partitions are movable/temporary. In any case, we place partitions for your protection. Please contact the office with which you would like to schedule an appointment. They will discuss with you the process of your face-to-face appointment.

Secondly, we will conduct business by phone if you request. We ask you to schedule an appointment by contacting (by phone or email) the college personnel with whom you would like to speak. Make the appointment and we will call you at the appointment time.

Another manner of connecting with our students is through two-way texting. This operates just like any type of texting. We can connect with you and hold a virtual meeting via text on your mobile device.

Finally, one of the newest, and safest, methods of contacting college personnel is through Zoom meetings and Blackboard Collaborate. Just like the phone appointment, you can schedule an appointment and we will send you an invitation through email. You sign on at the appointment time and meet with the college personnel who can answer your questions. We have found an excellent tutorial to introduce you to Zoom meetings here: [Zoom Meeting Tutorial](#). There is also an excellent tutorial on using Blackboard Collaborate and it can be found here: [Blackboard Collaborate Tutorial](#).

Keep in mind, one of our goals is to help our students, and potential students, by assisting them to make the best choices about their college experience.

## Expectations and Conduct when Dealing with College Personnel

For the safety of all staff and students, the following conduct rules are in place for all students. Violation of these rules will result in disciplinary sanctions.

1. Students must always wear facemasks when visiting any campus.
2. Students shall adhere to CDC recommendations for social distancing by remaining at least 6 feet away from any other person.
3. When entering/exiting the building or classrooms, students will maintain at least 6 feet of spacing.
4. Students should not gather in groups for breaks or lunch. One student per table for all classroom activities and in the student lounge.
5. If student spacing less than six feet is necessary for specific training, close contact will be limited to less than 10 minutes.
6. Students are to wash hands or use hand sanitizer or sanitizing wipes after touching any surface with bare hands and avoid touching their eyes, nose or mouth at all times.
7. If you must cough or sneeze, please do so into a disposable tissue and place it in an appropriate trash receptacle.
8. No sharing of food, drinks or utensils is allowed.
9. If at any time you do not feel well, immediately notify your instructor or any staff member that is available.

By following these rules, you will be doing your part to keep everyone healthy! Thank you for your cooperation!

## *gtc*SMART ZONES

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gtcSMART ZONES are areas located around the college where students can go to share concerns, ask questions, and seek guidance on COVID-19-related issues.

Locate any purple, yellow or green stickers around campus to address issues related to Access & Success, Physical Health or Emotional Well-Being.

Review the chart below for more color-specific information.

| Access & Success  | Physical Health  | Emotional Well-being  |
|---|--|---|
| Denotes a resource area for questions and concerns related to services designed to help you succeed at GTC.                       | Designates a resource area for questions and concerns related to physical health and safety. | Indicates a resource area for questions and concerns related to emotional well-being.                                 |
| Examples include Blackboard, Tutoring, Online support, COVID-19 academic policies, orientation, Student Disability Services, etc. | Examples include directions to COVID-19 testing sites, health screenings, etc.               | Examples include stress, fear, anxiety, depression, etc. Contact the GTC Counseling Center at 250-8322 for assistance |



Of primary concern is your success in the classroom. Your success there translates to graduation from GTC and finding that occupation providing you with life satisfaction. GTC offers many resources to help you navigate the academic road you have chosen for yourself. These include tutoring, academic coaching, disability services and various other support mechanisms.

Maintaining your physical health is key to your success as a student, especially in these days of COVID-19. It is of utmost importance for you to concern yourself with taking proper measures to prevent your COVID-19 and passing it on to others around you. Many people are “asymptomatic” (meaning they demonstrate no visible symptoms of the disease) and may easily pass it on to their friends, family and acquaintances. To others, the symptoms of COVID-19 do not appear for days after exposure. It is for these reasons, and others, we require you to wear a mask while on campus and ask you to practice social distancing and correct handwashing techniques. When you exercise these measures you protect yourself and others from COVID-19.

Disease outbreaks such as COVID-19 can bring on stress and increased levels of fear and anxiety. Everyone reacts differently to stressful situations. Greenville Technical College’s Counseling Center is available to offer emotional support to students and has increased available services during this stressful period. These services are available to students in person and virtually. The Counseling Center provides mental and emotional well-being resources for students as well as referrals to community resources.

Remember, many college community members have the same concerns you are experiencing. Faculty, staff and administrators are concerned with their exposure to the coronavirus and passing it along to their family members. At the core of our beliefs is to treat you, our student, with the greatest amount of care and respect when working with you. Please remember to give us the same measure of respect we believe you are entitled to receiving. Your experience with our personnel will be much better if you do.

If you are experiencing an immediate crisis, dial 911 or call the Upstate Area Crisis HotLine at (864) 271-8888.

# FREQUENTLY ASKED QUESTIONS

## Health and Safety Questions

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### **Has anyone associated with GTC tested positive for COVID-19?**

We are just like any large organization that has individuals who call us about sicknesses from time to time. And we have had people associated with the college who have tested positive for COVID-19. With that said, the college has a set of protocols to minimize the spread of COVID-19 among its workforce and student populations. We have deep cleaned all of the campus buildings according to CDC regulations, we require all of our employees, students and visitors to wear a facemask while in our buildings and on our campuses unless they are in an office space with no one else around. Additionally, we are asking our students and employees to conduct a wellness check each day prior to coming to any of the college campuses. If someone reports he/she is demonstrating symptoms of COVID-19, we are asking the individual to stay home and away from others while awaiting the results of a test. Anyone reporting a diagnosis of COVID-19 is asked to isolate. The isolation continues until symptoms are better, at least 10 days have passed since illness onset AND at least 3 days have passed with no fever (without fever-reducing meds).

### **What are the symptoms of COVID-19?**

Symptoms of COVID-19 vary from person to person. The most frequent symptoms are elevated body temperature (above 99.9°), trouble breathing, body aches and coughing. Some people experience a loss of taste and diarrhea. If you experience any of these symptoms, do not come to the college for coursework. You should contact your health care provider for instructions on how to take care of yourself. If you experience difficulty breathing or a high temperature, you should call 911 and tell the operator that you are having extreme symptoms of COVID-19.

### **How does COVID-19 spread? What can I do to avoid getting sick?**

COVID-19 can spread in a variety of ways. However, it is spread mostly by extended person-to-person contact. This is the reason the college believes it is vitally important for all its employees and students to wear a facemask when on any of the college campuses. COVID-19 is spread when someone comes into contact with another person or a surface that is contaminated with the coronavirus. This is the reason we ask both college personnel and student to wash their hands for 20 seconds when visiting the restroom or after you have come into contact with any surface in a high traffic area in any of our buildings. It is probably best to carry around some form of hand sanitizer with you. And remember to practice social distancing techniques as outlined by the CDC.

### **I have a health condition that may put me at higher risk from COVID-19. Is there anything I should do to protect myself?**

The best thing you can do is to ensure you are taking appropriate steps outlined in the question above – wear a face covering, wash your hands, know and understand social distancing techniques, and avoid large crowds of people.

## **How is GTC protecting the college community?**

As stated above, the college is doing everything in accordance with governmental regulations (e.g., CDC and DHEC) to provide and maintain a safe learning environment. Our faculty and staff have been instructed on how to keep their offices clean before and after they come into contact with visitors and they have been provided with the correct supplies to keep their offices as sanitized as possible. In addition, we are requiring all college personnel to wear masks when in contact with other individuals. Finally, college personnel are required to take training to ensure they understand proper cleaning techniques to minimize the transmission of the coronavirus.

## **Are the buildings clean and safely ventilated?**

All buildings on all campuses have been deep cleaned according to the highest standards as outlined by the CDC and DHEC. All of our buildings have HVAC systems that provide proper ventilation for that building. These buildings are monitored for proper operation of all HVAC systems. When there is a breakdown in any of our systems, we send professionally trained facilities staff to inspect and fix the problem.

## **What should I do if I suspect I have COVID-19?**

If you suspect you have COVID-19, do not come to any of our campuses. Please go to the college website and fill out the COVID-19 reporting form to let us know you suspect, or have been diagnosed, with COVID-19 <https://www.gvltec.edu/covid/>. This will allow us to conduct contact tracing should you have come into contact with college personnel and other students.

## **Will the college provide a facemask for me?**

Yes, the college will provide you with an acceptable facemask. It is your responsibility to ensure your facemask is properly cleaned on a daily basis to prevent any virus transmission because of a contaminated facemask.

## **What is a facemask, anyway?**

A facemask is any material that covers your nose and mouth and is securely attached to your head and/or neck to prevent it from falling off. The college is providing all of its personnel and students with cloth facemasks. You can provide your own. However, the facemask must meet social acceptance standards as outlined by the college. It cannot be imprinted with offensive phrases or pictures. If you are identified as wearing a facemask with offensive phrases or pictures you will be asked to replace it immediately with an acceptable face covering.

## **Where can students find help with food insecurity?**

There are several places a student can go to confidentially discuss food insecurity. The first place is the college's food bank, the Caring Corner. It is located in Building 103 room 340. The phone number of the Caring Corner is (864) 250-8003. Any student can feel assured he or she is speaking confidentially with any of our college personnel about food insecurity. In addition, the college provides Counseling Services, located upstairs in Building 105. The telephone number is (864) 250-8157.

## **I'm very worried about COVID-19 and I need help managing my feelings.**

The college provides a group of professional counselors who can help you with a wide range of worries and feelings as they pertain to issues surrounding COVID-19. You can find them upstairs in Building 105. The telephone number is (864) 250-8157.

## **What happens if someone on campus tests positive for COVID-19?**

- If you have:
  - Tested positive or have symptoms of COVID-19
  - Been in close contact with someone who has tested positive or is symptomatic
  - Been around someone who began exhibiting symptoms two or more days after

Please fill out a COVID-19 Report Form on GTC's COVID-19 website at <https://www.gvltec.edu/covid/>.

A member of the COVID-19 Response Team will be in contact with you within 24 hours to investigate your situation and provide additional guidance. If you are unsure if you should fill out a form, remember "When in doubt, fill it out, we will help figure it out!" Notify your instructors and let them know you have submitted a COVID-19 Report form.

## **Academic Questions**

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### **How will GTC offer classes in the fall?**

We'll be offering 10% traditional face-to-face, 40% blended and 50% (totally) online.

### **Will I be getting the same education if it conducted remotely?**

Yes. All online courses provide the same content as traditional face to face classes. Per our SACSCOC accreditation, this is a requirement of the college.

### **When will fall term in-person instruction end?**

December 14, 2020. This date may vary if students are enrolled in a flex-start class or are on an alternative schedule such as nursing and automotive.

### **How will you maintain physical distancing in large classroom spaces and students traveling to and from classes?**

The classroom desk and chairs have been marked and appropriately moved for social distancing by our facilities department. Within the hallways, our facilities team has placed directional signage to decrease congestion. Common seating areas have also been marked off in the hallways and outside of buildings.

### **How can I tell which classes are on campus, hybrid, or online?**

See [https://www.gvltec.edu/academics\\_learning/academic\\_catalog/How\\_to\\_use\\_Schedule.pdf](https://www.gvltec.edu/academics_learning/academic_catalog/How_to_use_Schedule.pdf)

**What should I do if I am uncomfortable returning to campus and attending in-person classes?**

50% of our course offerings will be offered 100% online. We recommend students who are uncomfortable attend classes with us virtually.

**What should I do if I have concerns about my courses?**

Always contact the instructor first, then the department head and dean.

**What other resources for remote learning are available to students?**

All students taking an online course will be required to complete COL 111 E-Learning Success (1-0-1). Offered Fall, Spring and Summer Semesters, this course introduces students to the online learning management system, basic computer skills, information literacy, time management skills and learning resources to enhance student success in an electronic learning environment.

**I don't have internet access; what are my options?**

Reliable computer and internet access is a requirement to complete online courses. We recommended students utilize the college's computer labs, public library systems, or Greenville County School's Hot Spots to access Wi-Fi.

**Are academic advisors still available for appointments or drop-ins (virtual meetings, two-way texting, etc.)?**

Yes. <https://www.gvltec.edu/advising/>

**Will tutors be available during the Fall semester?**

Yes, both face-to-face and virtually.

**What if I registered for an online course and need to take a proctored exam?**

The college uses Honorlock to proctor exams virtually. Additionally, we do have plans to reopen the testing center located in the Dental Building for the fall semester.

## **Online Learning Questions**

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**Where can I go to learn more about remote classes and learning remotely?**

[https://www.gvltec.edu/academics\\_learning/online/index.html](https://www.gvltec.edu/academics_learning/online/index.html)

**What kind of technology or equipment do students need to learn remotely?**

Requirements include a computer or laptop with a camera/webcam and microphone and access to Microsoft Suite.

**How can I get my textbooks and course materials when I am off campus?**

<https://bookstore.gvltec.edu/>

**Will peer tutoring or The Writing and Math Centers be available remotely?**

Yes.

## **Economic Development and Corporate Training (EDCT) Questions**

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**I am taking courses through GTC's EDCT. What policies do I need to be concerned about as I take my classes?**

EDCT cancellation policy has been modified due to COVID-19. If you are registered for a class and unable to attend due to lack of technology or delivery method, you can transfer to another session or be eligible for a full refund.

**If my classes take place at my place of business, do I have to wear a facemask during class if my company does not require it?**

EDCT students must adhere to the CDC and DHEC guidelines when attending classes on-site at one of our five campuses. If students are attending a customized program onsite at their place of employment, students must follow CDC, DHEC and internal guidelines for safety and protection.

**I have completed my course work but have not completed my lab check-offs so that I may gain my certificate. When can I complete labs?**

Students will be contacted by their instructor to schedule lab check-offs. Lab check-offs will be conducted with the appropriate PPE, while maintaining social distancing, in class sizes of 10 or less.

**How do I register for a class?**

Preferred methods of registration for EDCT courses are:

- Online at <https://www.gvltec.edu/non-credit-registration/>
- Phone (864) 250-8800

**Where do I find updated EDCT course offerings?**

<https://www.gvltec.edu/edct/>

**If classes are face to face, how many students will be attending each class?**

Class size will be limited to ten students or less.

## **Class Attendance and Participation Questions**

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### **What should I do if I have flu symptoms and don't think I can complete coursework?**

Students that are symptomatic for COVID should complete the [COVID-19 Reporting form](#)

A member of the college's response team will provide them with next steps.

### **What should I do if I don't think I can finish a course due to illness?**

Inform your instructor about your concern. The college does have a medical withdrawal policy in place that students can request in these circumstances:

[https://www.gvltec.edu/3-GTC-200\\_Late\\_Withdrawal\\_Student\\_Guidelines\\_Packet/](https://www.gvltec.edu/3-GTC-200_Late_Withdrawal_Student_Guidelines_Packet/)

### **Will my grade be affected if I cannot participate in classes due to illness or self-isolation?**

No. The faculty will work to ensure students have an opportunity to make up their work.

### **How will I gain access to the library to complete research projects?**

The library is open during normal business hours and virtually.

### **I'm not sick with COVID-19 but I am a caregiver of someone who is, or is in a high-risk group for contracting COVID-19. How can I complete the coursework in which I am enrolled?**

Students are still required to complete the coursework successfully within a given semester. If a person in their immediate family gets ill, they need to complete the COVID-19 form. If they're concern about attending class physically, we recommend they attend virtual classes.

## **Graduating Student Questions**

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### **I am a student scheduled to graduate in Fall 2020. Will I still be able to graduate?**

Once a student has completed the program requirements, then credentials will be awarded. Communication will be sent to your GTC email account. Additional questions can be emailed to [studentrecords@gvltec.edu](mailto:studentrecords@gvltec.edu)

### **Will a Commencement Ceremony occur?**

The college plans to hold the Commencement Ceremonies on the scheduled date and time. However, those plans can change due to the response required for the health of our graduates and their families. Communication will be sent to your GTC email account as soon as those decisions are made.

# Admissions Questions

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## **Will the coronavirus outbreak have any effect on the admissions process for prospective students?**

Enrollment Services and admissions support is available with remote options. We can be reached by email at [greenvilletech@gvltec.edu](mailto:greenvilletech@gvltec.edu) or by phone at (864) 250-8000. The application for admission to the college is free and available online at <https://www.gvltec.edu/apply/>.

## **What are Greenville Technical College's (GTC) testing policies for the admissions?**

During COVID-19, we are still offering placement testing. We have options available to students who are needing to complete the ACCUPLACER placement test. Students may test remotely with a placement center staff member utilizing Zoom. Students must have access to a personal computer with webcam capability and a stable internet connection. Mobile devices may not be used for placement testing. Limited on-site placement testing is also available at various campus locations. This mode of testing is offered by appointment on a first-come, first-serve basis. Spaces are limited to support and maintain all social distancing guidelines. Mask or protective face coverings must be worn at all times while on any Greenville Technical College campus. For additional information on placement testing, please visit <https://www.gvltec.edu/placement/>.

## **What should students do if they are having trouble submitting documents (e.g., a transcript) from my high school or these documents are not available?**

Documents for admission to the college such as high school and/or college transcripts can be submitted to the Enrollment Services email account at [greenvilletech@gvltec.edu](mailto:greenvilletech@gvltec.edu). This account is checked by enrollment staff and documents are processed as they are received. If there is a problem obtaining any required documentation, please contact an Enrollment Specialist at (864) 250-8000 or by using the list of Enrollment Specialist (based on student last names) found on the GTC website at <https://www.gvltec.edu/contact-admissions/>. A list of admissions requirements can also be found on the GTC website at [https://www.gvltec.edu/enrollment\\_steps/](https://www.gvltec.edu/enrollment_steps/).

## **How can prospective students learn more about GTC without visiting campus in person?**

For information about Greenville Technical College, please visit <https://www.gvltec.edu/aboutgtc/>. Here you will find the college's vision, mission, and values along with campus locations and contact information. Prospective students are also welcomed to attend Open House and Career Events offered either virtually or in-person (when available). Virtual information sessions are available for Admissions, Financial Aid, academic schools and programs as well as student services offered on-campus. Virtual tours are available for the Center for Manufacturing Innovation (CMI) Campus. A list of events can be found online at [https://www.gvltec.edu/open\\_house/](https://www.gvltec.edu/open_house/).

## **I am an admitted student for the Fall 2020 entering class. What are GTC's plans for the upcoming school year?**

Currently, all offices at Greenville Technical College that you need to get enrolled for Fall 2020 semester are open, staffed and ready to welcome you. GTC is prepared to welcome students back this fall semester with a wide range of course delivery formats. Face-to-face classes will be available along with online and hybrid formats for those who prefer remote access. Until further notice, masks are



required at all times on all GTC campuses, inside or outside, for students, faculty, staff, and visitors. GTC is taking this approach to demonstrate that we care about those around us and want to do everything possible to reduce disease transmission. Fall semester will begin on Monday, August 24.

### **Where can I find the most current information about GTC's response to COVID-19 and the potential campus impacts?**

Greenville Technical College is committed to providing the most up-to-date and factual information about COVID-19. Information is available for students, faculty, and staff on the college's website and can be found along with the college's reopening plan at <https://www.gvltec.edu/covid/>. GTC has also developed a COVID reporting form for anyone who has:

- tested positive or has symptoms of COVID-19
- been in close contact with someone who has tested positive or is symptomatic
- been around someone who began exhibiting symptoms two or more days later

A member of the GTC COVID Response Team will make contact with anyone who completes the form to provide further information and instruction.

### **Are you still hosting tours and admissions events?**

Greenville Technical College is offering virtual and remote options for tours and admissions events. Enrollment support is available by phone at (864) 250-8000 or questions may be sent via email to [greenvilletech@gvltec.edu](mailto:greenvilletech@gvltec.edu). Virtual appointments with an Enrollment Specialist are also available by request utilizing Zoom.

### **I am still concerned about meeting people face-to-face. Are there other ways I can meet with GTC student services personnel?**

During the COVID-19 pandemic, college personnel have found many other ways to visit with students and potential students to handle their questions and concerns. While we still offer face-to-face meetings, we offer virtual meetings through Zoom, two-way texting, interaction via email and by telephone call. We want you to feel as comfortable as possible when working with college personnel. Please feel free to contact us at (864) 250-8000 to schedule an appointment for any type of interaction mentioned above.

## **Student Finance Questions**

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### **Will there be a tuition refund or discount?**

Tuition is due and payable to the college on, or before, August 4, 2020. GTC does everything possible to keep tuition rates low and affordable for all students. Actually, GTC kept tuition and fees to students at the same rate as last year for the summer and fall semesters of 2020! If a refund is due to you, it will be done in accordance with the established policies of the college.

## **When will my tuition payments be due?**

Tuition is due and payable on, or before, August 4, 2020, unless prior arrangements have been made. Please contact the business office at (864) 250-8000 for further information.

## **Who can help me with questions about my student bill?**

There are multiple ways you can get information concerning your bill. The first obvious step is to view the details of your student bill by logging in at any time to your Self-Service Finance account. (GTC4me > Self-Service > Student Finance). If you cannot get your answers there, try contacting the bursar's office located in the Admissions Registration Center (ARC) at McAlister Square. The best way to contact them is by phone – (864) 250-8000. College personnel within this office can speak to you specifically about charges placed on your student bill. If you have questions about your bill in regards to Financial Aid payment, you may email, call, or visit the Financial Aid Office. Utilizing our email at [Financialaid@gvltec.edu](mailto:Financialaid@gvltec.edu) is the quickest way to get an answer. Financial Aid is also located in the ARC at McAlister Square. Personnel in this office can speak to you specifically about any type of financial aid awarded to you for the current college year.

## **How will GTC help students with finances?**

GTC has various resources to assist students with their finances. One is through our Financial Aid Office. To be considered for financial aid students must fill out the federal government FAFSA form that can be found at <https://studentaid.gov/>. Once this step is completed, our Financial Aid Office will determine your eligibility and award financial aid accordingly. This may be in the form of Lottery Tuition Assistance, Pell Grant and subsidized/unsubsidized loans. Many of these financial aid programs allow you to use the grants/loans for personal expenses associated with going to college. You will need to check with our Financial Aid Office for confirmation on this. You will also find more information about the Financial Aid process at our website: <https://www.gvltec.edu/fa-process/>.

The college is also associated with the Greenville Technical College Foundation. It exists to help the college and students meet their needs in providing an affordable college experience. It offers several student grant, scholarship and loan programs to students in need of aid for college and personal expenses. Contact the Financial Aid Office located in the ARC at McAlister Square by email ([Financialaid@gvltec.edu](mailto:Financialaid@gvltec.edu)), call (864) 250-8000, or a visit to the Office. A Financial Aid advisor will be more than happy to assist you.

Please keep in mind that EDCT courses are non-credit bearing courses and do not qualify for financial aid through the above-mentioned means.

## **I'm worried about fulfilling the requirements to keep my scholarship. Who should I contact?**

The first step is by contacting the Financial Aid Office located in the ARC at McAlister Square by email ([Financialaid@gvltec.edu](mailto:Financialaid@gvltec.edu)), call (864) 250-8000, or a visit to the office. A Financial Aid advisor will be more than happy to assist you in determining the qualifications for your individual scholarships.

Another step might be arranging for an academic coach or a tutor. These individuals are experts at helping you with personal issues surrounding the classroom as well as giving you lessons concerning particular courses you might be taking. These services are free to all students and are most effective

when you recognize the first sign of problems in the classroom. You can reach academic coaching by calling (864) 250-8789 and tutoring by calling (864) 250-8303.

### **Does GTC offer any resources for students experiencing financial hardship?**

Yes, the college does have resources to assist you if you experience financial hardship. One of the first resources is the GTC Foundation. The Foundation provides resources to students in the form of loans and grants if for some reason the student experiences financial hardship that general forms of financial aid will not cover. The Foundation can be reached by contacting Ginger Mauney at 250-8497 or [Ginger.Mauney@gvltec.edu](mailto:Ginger.Mauney@gvltec.edu) for an application. The application requires a faculty/staff reference. So, you will have to reach out to a faculty or staff member who understands your situation. Modest requests are considered for emergency needs like utility cutoffs, eviction, or unforeseen medical needs. Documentation of financial need is required and payment is typically made to the vendor, not the student.

Keep in mind the following requirements for eligibility: 1) A student must have attended at least one term at GTC prior to application, 2) must currently be enrolled in 6+ credit hours, and 3) can only receive assistance once per academic year.

An additional resource the college offers is our food bank – the Caring Corner. The food bank is open for all students who experience food insecurity. The Caring Corner is located in Building 103 and can be reached by calling (864) 250-8003. More information concerning the Caring Corner can be found at [The Caring Corner](#).

Sometimes students need to speak with someone who can assist them restructure their financial life. The college also offers the Financial Education Center. This group of college personnel and students are trained to help students understand the intricacies of budgeting and planning. They can be reached by calling (864) 250-8814. Additional information can be found at <https://www.gvltec.edu/financial-education/>.

Keep in mind, there are multiple ways (e.g. email, telephone, Zoom, face-to-face, texting) for arranging meetings with our personnel. Please contact them as listed in their respective sections and ask for the method that best suits you.

## **Campus Life Questions**

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### **I was active in campus activities in the spring. What types of activities can I expect the college to offer during the fall?**

The Campus Life Office will be offering a variety of engaging activities including virtual club meetings, virtual and limited in-person events, as well as a host of prize giveaways, relevant conversations, karaoke nights, and game shows! Be sure to follow us on Instagram: @gtccampuslife and Facebook: Greenville Tech Campus Life to stay plugged in!

### **How will I be protected during college social events?**

All of our events will be broadcast on our social media channels, which will allow you to participate from your home. For now, almost all of our events will be virtual. However, if there is an event that allows for physical attendance, the following safety measures will be put into practice:

- The college's current social distancing preventative measures will be mandated for all attendees. This includes wearing a cloth face mask, frequent hand washing, and maintaining social distancing.
- All mics will include disposable, sanitary mic covers that can be discarded after each use.
- All performers, speakers, and participants on stage will be separated by dividers.
- Hand sanitizer will be available for each event.
- Areas will be thoroughly cleaned and sanitized before and after events.
- Event capacity will be determined by the size of the room and the ability to social distance.
- Policies will be updated frequently to ensure the safety of staff and students.

### **Who will keep up with people who do not comply with college social distancing and gtcSMART regulations?**

When notified, the Dean of Students Office will coordinate the report of people who do not comply with the college's social distancing and gtcSMART regulations.

### **How should I expect to follow social distancing and gtcSMART regulations when walking out on campus?**

Social distancing signage will be posted at all campuses. Face coverings will be required for everyone on Greenville Technical College's campuses and properties – whether employee, student, visitor, or vendor. The college's administration will evaluate the COVID-19 situation at regular intervals, determining whether current information on the disease means that we continue or eliminate the face coverings policy.

Until further notice, face coverings will be required anywhere on campus – outside or in. The only exception will be when someone is working alone in an enclosed office. Students who are unable to wear masks should discuss the situation with the Dean of Students Office or the Student Disability Services Office and a face shield will be made available if needed. Face coverings will be provided, if needed, by the college and will be distributed from the Student Center. This policy will be strictly enforced beginning June 15.